

**Jethin Mandava**

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**SUMMARY**

* Over 8 years of experience in Salesforce.com as a Developer using Force.com, Visual Force, and APEX.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Strong Experience working with Apex classes and Triggers, Controllers and Controller Extensions, Components, Test Method and Application Design and Development on Multitenant Force.com platform.
* Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Experience developing Custom UX/UI with AJAX functionality using Visual force pages, Visual force Tags, Attributes and Controllers. Experienced using Salesforce Lightning UI
* Created Lightning Apps combining lightning design system, Lightning App Builder and Lightning Component features.
* Experience in Configuration, Implementation and Support of Salesforce CRM and Salesforce SFA
* Experience working with Deployment Tools like Force.com IDE based on salesforce.com Sandbox environments.
* Experience in working on Eclipse IDE environment with Force.com Plug-in for writing Classes, Controllers, Triggers & Batching, Web Services, SOQL, SOSL, Components using Apex Language.
* Excellent analytical, debugging skills and documentation skills.
* Excellent work ethics, quick learner and team oriented. Continually provided value added services to the clients through thoughtful experience and excellent communication skills.
* Experience with both technical and functional aspects of Salesforce.com and have deep understanding of its underlying principles of SAAS and Cloud Computing
* Experience in writing test methods and Test cases with code coverage
* Experience in web technologies like HTML and JavaScript.
* Experience with databases such as Oracle and My SQL.
* Knowledge in data modeling and data structures.
* Experience with Sales & Service Cloud. Experience in developing API’s.
* Experience with Community Cloud.
* Experience with Salesforce CPQ.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical and presentation skills.
* Strong understanding of fundamental business processes, excellent Communication and interpersonal skills with ability to work well in a dynamic team environment.
* Good experience with SOQL, SOSL, Relationships and Lookups
* Good experience with jobs, integration and batches.
* Excellent team player with Interpersonal, Communicational, Organizational and Project Management skills

**TECHNICAL SKILLS:**

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| Sales Force | Sales Force CRM, CPQ, Lightning Application, Sales Force SFA, Apex Custom Controllers, Apex Classes, Apex triggers, Visual force Pages/Components, Apex Web Services, UX/UI, SOQL, SOSL, AJAX Toolkit for S-Control, Workflow & Approvals, Reports, Dashboards and Custom Objects. |
| Sales Force Tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Data Loader, Prodly Moover, Force.com, Excel Connector, Force.com Platform (Sandbox and Production) |
| Integrating Tool | Dell Bomi, MuleSoft, Avalara, Marchant e Solutions, Zappit, Jira Boards, Slack. |
| Programming | Apex, C, C++, Java |
| Web Technologies | UX/UI,HTML, XHTML, XML, Java Script |
| Database | Oracle, SQL Database |
| Operating systems | Microsoft Windows, Mac, iOS, Android |

**PROFESSIONAL EXPERIENCE:**

**Bluebeam, Pasadena, CA July 2019 to Nov 2020**

**Role: SF CPQ Admin/Dev**

**Responsibilities:**

* Worked on CPQ configuration and integration and responsible for creating maintaining Products, prices, tax codes, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, sharing rules etc.
* Identify solutions from a people, process and technology perspective during workshops with key customer sponsors and stakeholders, generating the required outputs required for subsequent stages of engagement.
* Worked with Product Owners to prepare the Backlog for Refinement by breaking down larger User Stories, resulting in an improved Sprint Planning session.
* Maintained system metrics & logs to track trends in usage & adoption, data quality, integrity, & app failures.
* Developed on attribute services, maps and sequence-generator-service, deliver service, retrieval service and integration field override service.
* A good overall understanding of SFDC Requirement gathering, Analysis, Designing, Development & Testing.
* Effective in using leading industry tools like MS word, MS Excel and MS PowerPoint, MS Visio to develop various project deliverables.
* Expediency in conducting brainstorming sessions and interviews to elicit requirements from various stakeholders and reduce ambiguity associated with the complex requirements.
* Deployed reports to Report Manager, managed subscriptions, and performed troubleshooting when execution errors occurred.
* Participated and Organized daily stand up meetings (scrum call), Retrospective meetings, Sprint review and sprint demo.
* Design, styling in lightning component and building custom lightning component using IDS & worked with cloud technology and on-premise infrastructure integration for salesforce.com.
* Debugging and analyzing of apex code / generated exceptions using developer console to view debug logs, execute SOQL as well anonymous code and use checkpoints & to prepare documentation covering design, code, errors, and recovery procedures.
* Worked on Knowledgebase Articles moving them from WordPress to Salesforce Lightning, worked on communities, building Webstores.
* Have managed the queue to provide prompt support to end users to resolve issues with salesforce and related applications & conducted weekly demos of new functionality for business stakeholders.
* Maintained system metrics & logs to track trends in usage & adoption, data quality, integrity, & app failures.
* Actively worked as an analyst with stakeholders & agile teams to monitor and prioritize product backlog on an ongoing basis to meet release timelines and value to the business.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.

Environment: Apex, Git-hub, Communities, Visualforce, UX/UI, e-commerce, Products, Product Rules, Price Rules, Volume Discounts, Product Options, Bundles, Prices, Workflows, Process Builders, Permission sets, Lightning components, Aura Components, Web Components, record types, page layouts events, tasks, outlook, chatter tabs, objects, reports, Dashboards, validation rules, workflow rules.

**US Foods, Rosemont, IL July 2018 to July 2019**

**Role: Salesforce Engineer**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Worked on Marketing Cloud & Communities.
* Customized the standard events and tasks on the home page, accounts, opportunities, leads to meet the business process.
* Implemented Chatter, Chatter desktop developed public and private groups.
* Customized Chatter along the SOS custom object to post directly in to the accounts.
* Organized Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to- Lead and Auto-Response rules.
* Developed various Custom Tabs, Tags and Components.
* Good Experience in mapping fields from legacy system to salesforce.com for data migration.
* Implemented Salesforce for Outlook functionality and installed outlook integration with different user systems.
* Wrote Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
* Worked with Validation Rules, Workflows, Approval Process and Reports & Dashboards.
* Good understanding of Governor limits and implemented code based on understanding limitations.
* Worked with Data Loader and AppExchange Applications.
* Worked with different Deployment Plans for each release and Sandbox Refreshing.
* Worked with different Record types to setup for different Page layouts based on profiles.
* Involved in setting up the Role Hierarchy and assigning the Users as per the role.
* Created different profiles and setup the permissions based on the roles in the organization.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.

Environment: Apex, Visualforce, UX/UI, e-commerce, Communities, Integrations, API, Jason, XML, record types, page layouts events, tasks, outlook, Git-hub, chatter tabs, objects, reports, Dashboards, validation rules, workflow rules.

**Colorado Department of Human Services, Denver, CO Jan 2017 to June 2018**

**Role: Salesforce Developer 1**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Set up Marketing Campaigns, Campaign Hierarchies, and Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules.
* Worked on various salesforce.com standard objects like Leads, Accounts, Contacts, Opportunities, Cases, Products, Campaigns, Reports and Dashboards.
* Created market fields in the lead object as custom fields and field map between custom fields of lead object with custom fields of Account, Contact, Opportunity.
* Worked on CONGO email templates.
* Implemented hierarchy custom settings in triggers to run specific logic for lead created by the Marketo User.
* Developed Custom business logic using Apex (Classes, Triggers, Components, JavaScript, CSS3, and HTML5), Visualforce Pages and Controller Classes for various functional needs.
* Developed Visual Force Pages and Components to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Created User Interfaces using HTML, CSS, AngularJS, NodeJS, ReactJS and JavaScript.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Scheduled Apex with Batch Apex to fetch the new leads using Start, Execute and Final methods.
* Used Force.com developer toolkit including Batch Apex, Apex Classes, Apex Triggers and Visual Force pages to develop custom business logic.
* Troubleshot the existing workflows and created new workflows using out of the box salesforce application.
* Wrote Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
* Created various Reports (summary reports, matrix reports, and pie charts, dashboards) to assist managers to better utilize Salesforce as a sales tool.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Wrote HTML, JavaScript, tables and frames.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab.
* Optimized Test classes as the code base grew because of which there were Deployment Failures due to Governor Limit Exceptions.
* Used C#, APEX to develop custom visual force pages with cross data integration.
* Managed team along with hands on experience on Workflows and Approvals, Html Email Templates, Salesforce for outlook, Entitlements, Articles, Auto Response rules, assignment Rules, Email to case.

Environment: Service Cloud, Apex Data Loader, Visual Force, C#, Force.com Platform including Apex Programming Language and Visual force pages, Data Loader, Mulesoft, CONGO, Force.com IDE, Batch Apex, JQuery, HTML, SOQL, Reports, Dashboards, Security Controls, Sandbox, Eclipse IDE Plug-in, Salesforce Mobile

**Bioverativ, Waltham, MA Aug 2015 to Dec 2016**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Worked on JIRA tool and Kanban Board.
* Worked closely with sales team and business analysts and perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Involved in Administration and Development of Salesforce.com
* Used Salesforce.com platform, Force.com IDE for development for Visualforce Pages, Apex classes, Triggers and creating Objects.
* Implemented Sales Cloud and incorporated the enhanced features as required to streamline the business process.
* Implemented Salesforce Service Cloud and Opportunity Management for business support and its technical support for its channel customers.
* Written Apex Classes, Controller, Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
* Worked on customization like creating objects, fields, Page Layouts, Record Types, Workflow rules, Validation Rules, Approval Process by enhancing the salesforce applications.
* Worked on designing Reports and Dashboards.
* Worked on Custom Settings in Apex and Field Sets in Visualforce Pages.
* Worked on Salesforce1 Mobile Administration
* Worked on Data.com and Google Maps API
* Involved in Deployment by using Change Sets and Force.com IDE tool
* Worked on creating Apex Triggers, Apex Classes, Visualforce Pages to get custom logic.
* Installing Applications by using AppExchange.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records. Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device
* Worked on validation rules, workflows and approval processes and develop User Interface through Lightning Component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the  lightning component look and feel better.
* Hands on experience on salesforce packages and lightning. Implementing salesforce lightning components for small set of users within the organizations.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Created Lighting Components, Lighting Components Events, and Lighting Data Service
* Building Lighting App with lighting Design System
* Worked on writing Test Classes for Apex Triggers, Apex classes and Controllers.
* Worked on Schedule Apex Class and Batch Apex Class.
* Responsible for preparing User Guides and Configuration Workbook.

Environment: SFDC, Apex Data Loader, Force.com, Import Wizard, Sales Cloud, Service Cloud Eclipse IDE, Controllers, Visual Force Pages, Triggers, Integrations, API’s, XML, Jason, JIRA tool, Kanban.

**Apollo Health & Lifestyle Ltd, Hyderabad June 2013 - July 2015**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Developed various Custom Objects, Components and Visual Force Pages.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, and Opportunities, Campaigns.
* Worked on creating and assigning Profiles, Field level security, Roles, and Public Groups for the users.
* Developed Validation Rules, Workflow Rules, and Approval Process on the object to achieve the functionality as per the business requirement.
* Created Page layouts, Search layouts to organize fields, Custom links, Related lists, and other components on a Record detail and edit pages.
* Created Workflow rules and defined Related tasks, Time triggered tasks, Email alerts, Field updates to implement business logic.
* Created and deployed Several Reports using salesforce.com platform.
* Developed APEX Classes and APEX Triggers for various functional needs and implemented the business logic as per the requirements.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Worked on APEX DML statements.
* Created Test Classes for Unit Testing and Apex Triggers for various functional needs in the application.

Environment: Saleforce.com platform, Apex Language, Visual force, Data Loader, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls.

**Bajaj Auto Ltd, Hyderabad, India Dec 2012 - May 2013**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Interacted with various business user groups for gathering requirements for Salesforce implementation and documented Business and Software Requirements.
* Involved in Salesforce.com Application Setup activities and customized the apps to match functional needs.
* Developed and configured various Reports and Report Folders for different user profiles as required.
* Designed, developed and documented several mappings to extract data from Flat files and relational sources.
* Performed ETL into Oracle Data Warehouse using Informatica Mappings including transformations Aggregator, Joiner, Lookup (Connected & unconnected), Filter, Update Strategy, Stored Procedure, Router, Expression, SQL and Sorter.
* Worked on stored procedures, functions and views.
* Developed data mappings between source systems and warehouse components.
* Created workflows and tested mappings and workflows in development, test and production environment.
* Worked actively on improving performance of mappings and sessions and fine-tuned all transformations.
* Developed and maintained optimized SQL queries in Data Warehouse.
* Involved in testing of developed components.

Environment: Saleforce.com platform, Apex Language, Visualforce, Salesforce.com Data Loader, Informatica Power Center 7.1.5, Oracle 9i, HTML, Java Script, Windows XP.

**EDUCATION**

Bachelor of Science in Engineering